

MINUTES OF THE COUNCIL ON TECHNOLOGY SERVICES MEETING

Thursday, May 11, 2000

Council Attendees:

Secretary Upson, Erv Blythe, Tom Bradshaw (for Pete Kolakowski), Ray Davis, Jan Fatouros, Chip German, Patti Higgins, Bernie Hill, Joy Hughes, Ken Mittendorff, Lan Neugent, Mike O'Neil, Gerry Pacyna, Rick Parks, Jim Peters, Murali Rao (for Dave Molchany), Naseem Reza, Jerry Simonoff, Mike Thomas, Mark Willis (for Paul Timmreck), Bill Wilson, Andy Poarch.

Secretary Upson introduced Boyd Marcus, Chief of Staff for Governor Gilmore.

Mr. Marcus thanked the COTS for its accomplishments for the Commonwealth and its citizens. He explained the Governor's goal for Virginia to be the leader in technology, both in terms of setting technology policy and in the application of technology to government.

The Governor's goal is to push technology forward within state government with tremendous momentum to ensure it will not slow down or come to a halt. Technology is the change agent that will bring transformation in government. In the next biennium, one of the Governor's goals is to implement productivity changes in order to identify real dollars that could be spent on other projects. As short-range savings occur, the Governor wants to increase technology investments to obtain long-range savings in order to change what is being done. The Council and those working in the agencies and in the colleges are the spear point of the changes that need to be made.

Mr. Marcus explained there has been a shift and now technology folks are sitting at the table with the executive management group and helping make decisions to revamp processes in the area of major technology procurements. Secretary Upson's office is going to become more actively involved in the process and take a rigorous, milestone-driven approach in helping agencies acquire major new systems.

Mr. Marcus discussed the ultimate goal of applying technology in government. It is important to ask if an investment in technology will make a service easier to transact and more available to the public. Is an investment in technology better than an investment in additional mental health facilities or providing more raises for teachers' salaries? These questions are important considerations when making technology investments in government. Mr. Marcus explained that Governor Gilmore has made a commitment to invest in technology in the Commonwealth and it is a top priority of his administration. The Commonwealth must focus on offering services that help the consumer and taxpayer. The Governor wants to provide "digital opportunities" to all citizens through e-commerce. His goal is to make the same opportunities available to every citizen: to be able to get a computer, be able to get online, and able to

sign onto the Internet.

Mr. Marcus explained that the Governor wants Virginia to be the leader in technology and push the state so far down the path that no future Governor coming behind can do anything except continue to follow. The goal is to set a mark that's very high and tough for anyone to exceed. Council members and workgroup members are the ones to make all these ideas work. The Administration will try to provide the political willpower and this group will have to do the execution. The best parts of the economy -- the things that drive the economy -- are associated with technology and the Internet.

Mr. Marcus thanked Secretary Upson and the COTS members for the work that is underway to make the Commonwealth of Virginia a great place to live and a great place to do business.

Joy Hughes, serving as meeting co-chair, thanked COTS members who attended the Customer Summit. A list of the COTS workgroups was distributed at the Summit to solicit volunteers to serve on the workgroups and a good response was received.

Mrs. Hughes, chair of the Communications Workgroup, presented its mission statement: "Communicate the work and the accomplishments of the Council on Technology Services (COTS) to all state agencies, institutions, and local governments."

A Workgroup Presentation Template was distributed to all members to serve as a guideline/format when making presentations at COTS and workgroup meetings. The template format will help COTS members and the audience to focus on the main points of each presentation.

The Communications Workgroup is exploring strategies to reach audiences, trade publications, conferences, and award submissions as well as assisting Secretary Upson with speaking engagements. An information packet with slides will be prepared for use in presentations to various groups and organizations on COTS. Members need to complete the "External Communication Outlets" and the spreadsheet form in the Communications Workgroup packet. The information collected will be used to build a database of persons willing to serve as a COTS resource by responding to media inquiries, drafting articles for trade journals or substituting for the Secretary in speaking about the work of COTS.

Jerry Simonoff has a list of agency information officers and it is available electronically for distribution to COTS members.

Chip German reported that the Digital Signatures Workgroup is on schedule for the June 1 pilot demonstrations. Cheryl Clark is attending an implementation meeting with VIPNet for the pilot organizations for digital signatures to focus on meeting scheduling commitments. Mr. German thanked Secretary Upson and Bette Dillehay for their commitment in providing the necessary resources to bring this project to reality.

Murali Rao reported the Enterprise Architecture Workgroup continues to seek nominations for the

workgroup and asked those members who have yet to provide a nomination to do so as soon as possible. There is an afternoon meeting today and Workgroup members will be selected at that time.

Andy Poarch reported the IT Staff Recruitment and Retention Workgroup discussed a letter the Department of Personnel and Training sent to agency heads and MIS directors on compensation and classification issues.

Secretary Upson would like to address two issues relating to the IT compensation program: first, before the next session of the General Assembly, the Legislature needs additional information concerning the IT compensation program and, second, schedule a meeting with himself, Linda Harber and several others on the workgroup to meet with John Mahone and Boyd Marcus to propose the funding component of the program in the Governor's budget. He would like a full briefing to include the status of the Commonwealth's workforce and the positions the state could potentially lose. Secretary Upson stressed that agencies have to have a core group of key people and the flexibility to retain them. Otherwise, the state jeopardizes the leadership to properly manage the IT infrastructure. He would like to have data to support these issues.

Andy Poarch stated the IT Recruitment and Retention workgroup is gathering data that can be referenced to further support this cause.

Ray Davis reported the Organizational Workgroup is working on four priority initiatives. The first is the formulation of a strategy and work plan. Second, Standard 90-1 establishes the procedures for the development, adoption and distribution of IT-related policies standards and guidelines and the workgroup will go through all of them, particularly the DTP-related ones. Third, identify the policies and processes to be established, implemented and clarified and then develop a project oversight role assigned to the Secretary by law. The Workgroup will be making recommendations once the Executive Order is signed.

Secretary Upson stressed the importance of the upcoming Executive Order and that the COTS will become the implementing arm for the Order. The Council needs to address the evolution of the meetings, its products and the organization itself.

Mike O'Neil reported the Privacy, Security and Access (PSA) Workgroup has been reviewing various aspects and paragraphs from Executive Order 51(99) in order to make recommendations on implementing portions of the Order. The Workgroup put together a webpage privacy policy per the requirements of Executive Order 51(99), Paragraph F. Mr. O'Neil urged COTS members to review the policy and forward any comments to himself or Andy Poach.

Secretary Upson is interested in privacy issues and wants to address citizens' concerns about the government protecting their information.

Mr. O'Neil distributed ITRM Standard 95-1, which deals with security policies for the state. The PSA

Workgroup reviewed the standard as a result of EO 51 and has included their recommendation to retain the broad nature of the standard. It should not be too specific as it will not be applicable in all situations. The Standard dictates a process that agencies must follow to determine whether they have adequate security that meets their business processes. Definitions and responsibilities were updated while remaining in compliance with recent legislation. The workgroup focused on individual organizational responsibilities for the security program and contingency planning. The key is that each agency claim responsibility that the information provided by each citizen is held in trust. Mr. O'Neil stressed the importance of each agency adopting a security program managed by a security officer.

Mr. O'Neil explained that each agency must do a business impact analysis and identify its critical information, technology and resources and identify where it has the knowledge to protect those. The decision is left to each agency head to determine an appropriate plan. The next effort for the Workgroup is to provide a series of guidelines, which show examples of how to apply the plans in different situations.

Secretary Upson asked if the guidelines would allow for agencies to have a variety of standards or if it requires a standard for government that is predictable and reliable at any level. He stressed that COTS has a responsibility to develop a uniform, scalable standard if possible. The Workgroup may want to move toward a uniform security standard for government that allows for flexibility of different levels of security, whatever the application or services require.

Ms. Hughes stated the university people feel the burden of providing students with opportunities to host web sites and are looking for something that does not add to that burden.

Chip German explained there's a comprehensive understanding of the security requirements across the entire state for critical applications.

Secretary Upson would like COTS to show leadership in developing privacy standards for the Commonwealth.

Mr. O'Neil, Cheryl Clark and Andy Poarch met with the Internal Auditors Roundtable and will work with them to specify and define the state standards. The Workgroup recommends that COTS endorse the revised standard and the Secretary of Technology and DTP issue the revision. The EA Workgroup should assist in developing specific guidelines and the Organizational Workgroup needs to review the ITM process and numbering scheme.

Jerry Simonoff explained the standard is purposely not technology or environment specific. He would like to make sure the standard stays focused on the business processes and does not become technology-specific.

Andy Poarch reported the State and Local Application Network Integration Workgroup did not have a report.

Leslie Carter did not have a report on the Telecommunications Workgroup.

Secretary Upson asked that persons interested in participating in the electronic procurement initiative workgroup should contact Andy Poarch. The group will be charged to work with the Department of General Services to ensure that a full implementation of electronic procurement environment in Virginia is in place. It will include planning and design procurement. The Council will play the leadership role in what may be the most comprehensive electronic government executive order in the United States today.